

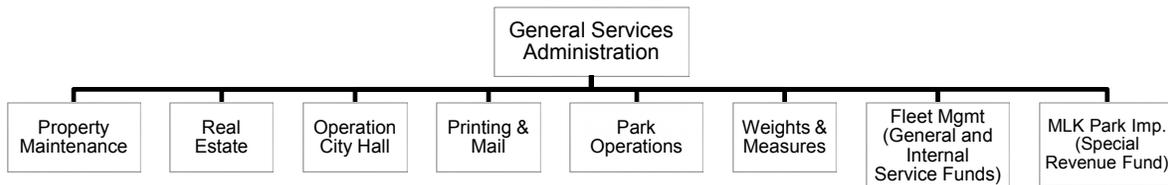
■ Operating Budget

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Personnel Services	13,675,258	12,696,902	12,955,591	13,699,881
Materials and Supplies	7,423,653	7,522,561	8,187,515	8,237,834
Capital Outlay	54,975	35,000	35,000	35,000
Inventory	3,503	0	0	0
Total Expenditures	21,157,387	20,254,463	21,178,106	21,972,715
Program Revenues	(1,135,964)	(774,344)	(777,280)	(674,344)
Net Expenditures	20,021,423	19,480,119	20,400,826	21,298,371
Authorized Complement				311

MISSION

To provide quality maintenance and repair for buildings and vehicles and other crucial support services for the Administration, City divisions, and other governmental organizations in a cost-effective and efficient manner to assist them in accomplishing the City’s mission.

STRUCTURE



SERVICES

The Division of General Services works in a number of ways to support the other divisions that make up the City’s service and administrative system. General Services ensures that the 900+ publicly owned facilities function properly and meet the Americans with Disabilities Act (ADA) accessibility requirements. The Division provides maintenance for the City’s vehicle fleet, handles the sale and acquisition of real property, maintains easements and rights-of-way, and establishes programs which emphasize city cleanliness and beautification.

■ charges for services

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Fiber Optic Franchise Fees	(471,856)	(444,842)	(444,842)	(444,842)
Misc Inspection Fees	(68,515)	0	0	0
Weights/Measures Fees	(173,861)	(100,000)	(100,000)	0
Fleet/Mobile Fees	(78,445)	0	0	0
Rental Fees	(1,725)	0	(300)	0
Rent Of Land	(51,887)	(43,130)	(43,130)	(43,130)
Outside Revenue	(14,917)	0	0	0
P & S Printing	(2,983)	0	(2,637)	0
St TN Highway Maint Grant	(181,375)	(111,372)	(111,372)	(111,372)
Easements & Encroachments	(90,400)	(75,000)	(75,000)	(75,000)
Total Charges for Services	(1,135,964)	(774,344)	(777,280)	(674,344)

Other services provided by General Services can be found under the following tabs:

Fleet Management - Internal Service Funds

MLK Park Improvement Fund - Special Revenue Funds

Description

General Services Administration provides management, direction and administrative support to the General Services various service centers by monitoring, coordinating and evaluating budget expenditures, capital equipment purchases, and capital improvement projects to help them achieve their goals and objectives in the most efficient and cost-effective manner.

Operating Budget

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Personnel Services	580,960	592,860	667,598	628,038
Materials and Supplies	458,155	164,778	166,451	143,037
Total Expenditures	1,039,115	757,638	834,049	771,075
Net Expenditures	1,039,115	757,638	834,049	771,075
Authorized Complement				7

Description

Property Maintenance provides customers with cost-effective maintenance and repair; administers warranties for City facilities; make recommendations on all plans regarding construction and major repairs; and provides an aggressive preventive maintenance program focusing on our customers needs and expectations.

Operating Budget

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Personnel Services	5,199,954	6,182,548	6,274,989	6,924,378
Materials and Supplies	2,647,438	2,737,168	3,229,104	2,999,795
Total Expenditures	7,847,392	8,919,716	9,504,093	9,924,173
Net Expenditures	7,847,392	8,919,716	9,504,093	9,924,173
Authorized Complement				86

Key Performance Indicators

Performance Metric	FY2013 Actual	FY2014 Actual	FY2015 Target	Priority Area
Total Number of jobs completed	11,700	13,020	13,000	Advance
# of preventive maintenance (PM) work orders completed annually	2,256	2,112	2,350	Advance
% of priority 1 (one) jobs completed in 24 hours	87.0%	81.8%	83.7%	Advance

Description

Real Estate assists the Administration, other divisions, agencies and/or service centers in providing analyses involving feasibility studies, preparation of land valuations and direction in accomplishing possible projects; acquiring real property or interests in real property including in-leasing and out-leasing of land and improvements and management of real property; and sale of excess or tax delinquent City parcels.

Operating Budget

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Personnel Services	324,675	338,837	342,575	375,686
Materials and Supplies	54,260	64,195	64,297	93,266
Total Expenditures	378,935	403,032	406,872	468,952
Program Revenues	(614,143)	(562,972)	(562,971)	(562,972)
Net Expenditures	(235,209)	(159,940)	(156,099)	(94,020)
Authorized Complement				5

Key Performance Indicators

Performance Metric	FY2013 Actual	FY2014 Actual	FY2015 Target	Priority Area
# of surplus properties disposed of monthly	3	5	5	Advance
# of easement and encroachment agreements completed monthly	N/A	61	50	Advance

Description

The Operation of City Hall provides a safe, clean and comfortable environment for employees and visitors to City Hall, and provides timely, efficient, and quality service to employees inside City Hall. Printing/Mail Services provides quality services to all City Government centers and is responsible for city print jobs, inter-office and postal delivery of mail, the administration of the copier contracts, and handles the purchasing of all paper for the city in the most cost efficient and expeditious manner to meet the needs of the customers.

Operating Budget

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Personnel Services	901,482	912,639	940,360	1,487,481
Materials and Supplies	1,094,473	1,216,486	1,296,466	2,905,123
Total Expenditures	1,995,955	2,129,125	2,236,826	4,392,604
Net Expenditures	1,995,955	2,129,125	2,236,826	4,392,604
Authorized Complement				22

Key Performance Indicators

Performance Metric	FY2013 Actual	FY2014 Actual	FY2015 Target	Priority Area
% of emergency work orders <i>(non property maintenance)</i> completed with one business day				Advance
Total number of building work orders received	N/A	1530	1530	Advance
# of times the boiler and chiller systems are checked for proper and safe operations				Advance
# of certified mailings processed	92,500	1,726	1,726	Advance
# of regular and presorted mail processed	155,000	71,250	71,250	Advance
# of print jobs completed annually	1620	86	210	Advance

Operating Budget

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Personnel Services	339,899	374,238	375,972	0
Materials and Supplies	1,478,435	1,669,189	1,721,370	0
Total Expenditures	1,818,334	2,043,427	2,097,341	0
Program Revenues	(17,900)	0	(2,637)	0
Net Expenditures	1,800,434	2,043,427	2,094,705	0
Authorized Complement				0

Description

Park Operations performs maintenance support for Memphis Park facilities and services.

Operating Budget

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Personnel Services	3,775,194	3,800,555	3,826,060	4,109,727
Materials and Supplies	1,495,535	1,583,747	1,621,743	2,096,613
Capital Outlay	0	35,000	35,000	35,000
Inventory	3,503	0	0	0
Total Expenditures	5,274,231	5,419,302	5,482,803	6,241,340
Program Revenues	(183,100)	(111,372)	(111,672)	(111,372)
Net Expenditures	5,091,132	5,307,930	5,371,131	6,129,968
Authorized Complement				60

Key Performance Indicators

Performance Metric	FY2013 Actual	FY2014 Actual	FY2015 Target	Priority Area
# of parks mowing cycles (twice monthly) completed annually	8	8	24	Create
# of median mowing cycles (twice monthly) completed annually	8	8	24	Create

Description

Weights and Measures register and certify commercial weighing and measuring devices to assure fairness to the citizens in transactions of measured goods and services.

Operating Budget

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Personnel Services	2,553,094	495,225	528,037	0
Materials and Supplies	195,357	86,998	88,086	0
Capital Outlay	54,975	0	0	0
Total Expenditures	2,803,425	582,223	616,123	0
Program Revenues	(320,821)	(100,000)	(100,000)	0
Net Expenditures	2,482,604	482,223	516,123	0
Authorized Complement				

Weights and Measures and its associated costs, approximately \$600,000, have been eliminated from this division. This expense reduction was done as an efficiency measure which allows for the reassignment of financial resources and aligns our operations with other municipalities within the state.

Operating Budget

Category	FY 2013 Actual	FY 2014 Adopted	FY 2014 Forecast	FY 2015 Adopted
Personnel Services	0	0	0	174,571
Total Expenditures	0	0	0	174,571
Net Expenditures	0	0	0	174,571
Authorized Complement				131

For FY2014 and FY2015, personnel and their related benefit cost are now captured and charged in the General Services Division of the General Fund. Personnel costs that are directly related to the Fleet Management Fund are charged to that fund as a professional services expense resulting in a budget neutral impact to the General Fund.

GENERAL SERVICES

AUTHORIZED COMPLEMENT

Position Title	Authorized Positions	Position Title	Authorized Positions
<u>Administration</u>		<u>Operation City Hall</u>	
ASST ADMINISTRATIVE	1	CLERK MAIL DISTRIBUTION BINDERY	3
COORD BUDGET CONTRACT GS	1	CLERK MAIL DISTRIBUTION BINDERY LD	1
COORD COMPLIANCE QUALITY	1	CREWPERSON	1
COORD HR GEN SVCS	1	MECH BUILDING MNT CH	3
DIRECTOR GENERAL SVCS	1	MGR BLDG MNT CITY HALL	1
DIRECTOR GENERAL SVCS DEPUTY	1	OPER 1ST CL STEAM REF	5
SPEC CUST SVC ADMIN	1	PRINTER	2
Total Administration	7	SPEC GRAPHIC DESIGN	1
<u>Property Maintenance</u>		SUPER BLDG MNT CITY HALL	1
ADMR PROPERTY MAINT	1	SUPER BUSINESS AFFAIRS PRINTING	1
ASST CRAFTS	6	SUPER PRINTING	1
CARPENTER MNT	13	WATCHMAN	2
CREWPERSON SEMISKILLED	1	Total Operation City Hall	22
ELECT MNT	10	<u>Park Operations</u>	
FINISHER CONCRETE	2	ADMR PARK MAINT CONST	1
FOREMAN GEN PROPERTY MNT	3	CLERK PAYROLL A	1
MASON BRICK	2	CREWCHIEF	7
MECH AUTO CAD MNT	1	DRIVER TRUCK	32
MECH BUILDING MNT	6	FOREMAN ZONE MNT	7
OPER HEAVY EQUIP	2	HORICULTURIST	1
PAINTER	5	MECH HEAVY EQUIP	1
PLUMBER MNT	13	MECH MNT	4
ROOFER	3	OPER HEAVY EQUIP	1
SUPER BUSINESS AFFAIRS	1	OPER SWEEPER	1
SUPER CRAFT PROP MAINT	4	SUPER BUSINESS AFFAIRS	1
TECH AC REF SVC	10	SUPER PARK CONST MAINT	1
TECH ACCOUNTS PAYABLE	3	TRIMMER TREE	2
Total Property Maintenance	86	Total Park Operations	60
<u>Real Estate</u>			
ADMR REAL ESTATE	1		
AGENT RIGHT OF WAY	1		
AGENT RIGHT OF WAY SR	1		
SUPER REAL ESTATE	1		
TECH REAL ESTATE	1		
Total Real Estate	5		



GENERAL SERVICES

AUTHORIZED COMPLEMENT

Position Title	Authorized Positions	Position Title	Authorized Positions
<u>Fleet Management</u>			
ADMR FLEET SVCS	1		
CLERK INVENT CONTROL	3		
CLERK INVENT CONTROL SR	3		
CREWPERSON	3		
DRIVER FUEL TRUCK	2		
FOREMAN AUTO MECHANICS	8		
HELPER MECHANIC	34		
MECH MASTER	37		
MECH MASTER LO	14		
MGR FINANCE FLEET	1		
MGR FLEET SVCS	2		
MGR PROCUREMENT & INV FLEET	1		
SPEC FUEL MGMT	1		
SUPER BUSINESS AFFAIRS	1		
SUPER FUEL SUPPLIES & INV	1		
TECH ACCOUNTS PAYABLE	4		
TECH AUTOMOTIVE RESTORATION	8		
WELDER MASTER	7		
Total Fleet Management	<u>131</u>		
<u>TOTAL GENERAL SERVICES</u>	<u>311</u>		

